



STATE OF WASHINGTON  
**DEPARTMENT OF SOCIAL AND HEALTH SERVICES**  
HEALTH & RECOVERY SERVICES ADMINISTRATION  
PO Box 45530  
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October 13, 2009

**TO:** Tribal MAM Coordinators/Contacts

**FROM:** Jessica Terry, Program Manager *JT*  
Tribal Medicaid Administrative Match

**SUBJECT:** NEW WASHINGTON STATE PAYMENT PROCESSING SYSTEM – AND – WAMedWeb WILL NO LONGER BE AVAILABLE – EFFECTIVE DECEMBER 6, 2009

ProviderOne, Washington State's new payment processing system for the Department of Social and Health Services is set to begin on **December 6, 2009**. Once ProviderOne is implemented, you will no longer have access to WAMedWeb to verify Medicaid eligibility for clients.

For Tribes that participate in Medicaid Administrative Match (MAM), this also means that you will not be able to access WAMedWeb to establish your Medicaid Eligibility Rate (MER) after December 6, 2009.

After December 6, 2009, you will need to access ProviderOne to establish your MER each quarter. To access the new system you will need to:

- Contact the ProviderOne system administrator for your Tribe.
- Ask the system administrator to assign a profile to you. This will allow you to verify eligibility.
- Complete the client eligibility tutorial online at:
  - [http://hrsa.dshs.wa.gov/ProviderOne/documentation/Tutorials/ProviderCD/OLT504/ClientEligibility\\_Overview.htm](http://hrsa.dshs.wa.gov/ProviderOne/documentation/Tutorials/ProviderCD/OLT504/ClientEligibility_Overview.htm)
- Review the attached fact sheet which provides additional information regarding client eligibility verification.

If you currently use Medicaid eligibility vendors, you can continue to use them as you do now.

One new feature of the ProviderOne payment processing system is a new plastic "credit card sized" client Services Card (replacing the monthly paper coupon known as a Medical ID Card or MAID Card). This new Services Card does not list Medicaid eligibility information, and for MAM documentation purposes following December 6, 2009, you will not be required to keep a copy of the new card. You will, however, need to continue to document and retain a copy of the *printed* verification for each client regardless of how that information is obtained. Documentation should be retained in your audit file and available for review by state or federal staff for at least six years.

Thank you in advance for your assistance as we begin implementation of ProviderOne. If you have questions about this memo or ProviderOne in general, please contact me at 360-725-1738 or by email at: [terryjn@dshs.wa.gov](mailto:terryjn@dshs.wa.gov).

Attachment – Fact Sheet